



November 11, 2011

IFYI HIGHLIGHTS

- Contact Center Feedback
- Republic Agreement Extension
- City Lakes Schedule Changes
- Youth Engagement Summit Set for 12/1/11

TO: Mayor and Members of Council

FROM: Rashad M. Young, City Manager

SUBJECT: Items for Your Information

Contact Center Feedback

Attached is the weekly report generated by our Contact Center for the week of October 31, 2011 – November 6, 2011.

November 15, 2011, City Council Meeting

Agenda #32: Republic Agreement Extension: On Tuesday's agenda, is a request to approve the resolution authorizing the extension of the Disposal Agreement with Republic Services of North Carolina to June 30, 2012.

City Lakes Schedule Changes

Attached is a memorandum from Parks and Recreation Director Greg Jackson, dated November 10, 2011, regarding the operation schedule for the three City lakes that will be closed for two days per week from November 2011 through February 2012.

Youth Engagement Summit Set for December 1, 2011

The City of Greensboro will host the inaugural Youth Engagement Summit on Thursday, December 1, 2011, from 6:30-9 pm in the Council Chambers of the Melvin Municipal Office Building, 300 W. Washington St.

College students from across the city will be invited to learn more about how municipal government works and to discover ways young people can volunteer and serve their community. The Summit will include a presentation about the City and provide attendees with a chance to meet and greet with City staff and elected officials. The event is being organized by City Council interns Gregory Hill, from NC A&T State University, and Calista Phair, of Bennett College for Women.

RMY/mm
Attachments

cc: Office of the City Manager
Global Media Distribution

**Public Affairs Department
Contact Center Weekly Report
Week of 10/31/11 - 11/6/11**

Contact Center

5100 calls answered this week

Top 5 calls by area

Water Resources

Balance Inquiry- 1513
Bill Extension - 195
New Sign up - 172
General Info - 163
Pay by Phone - 136

Field Operations

Bulk Guidelines - 104
Landfill/HHW - 64
Loose Leaf Collection - 48
No Service/Garbage - 45
Repair Can/Garbage - 45

All others

Police/Watch Operations - 244
Courts - 49
Police Records - 47
GTA - 38
Privilege License - 27

Comments

We received a total of 1 comment this week:

Field Operations - 1 comment:

- Customer called to say thank you for prompt service on yard waste.

Overall

Calls about the loose-leaf collection schedule remained steady while calls for the Greensboro Transit Authority (GTA) increased last week. Call volume was busy through the end of the week.

Parks and Recreation Department
City of Greensboro



November 10, 2011

TO: Denise Turner Roth, Assistant City Manager
FROM: Greg Jackson, Director
SUBJECT: City lakes' closing impact on operations

Per the Fiscal Year 2011-12 adopted budget, each of our three city lakes is now closed two days per week from November through February 2012. The closing schedule is as follows:

- Lake Higgins – closed on Monday and Tuesday
- Lake Brandt – closed on Tuesday and Wednesday
- Lake Townsend – closed on Wednesday and Thursday

This modified schedule allows at least one lake to remain open to the public on any given day. All three lakes are open on Friday, Saturday and Sunday, which are the busiest days of the week. As you know, the Library operates the Reading Railroad bookmobile at Lake Brandt on Wednesdays. To accommodate the new lake schedule, the bookmobile will be open on Thursdays instead of Wednesdays from 9 am to 5 pm. The library staff will determine the best day for the bookmobile to operate next March when the lakes will close only one day per week.

Please let me know if you need additional information.

GJ/lt